

Tempe Fire Department Policies and Procedures
Administrative Secretary
410.02R
Rev 7-13-94

DEFINITION

To perform a variety of highly responsible, confidential, and complex secretarial and administrative duties in providing staff assistance to a City department or major divisions.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from supervisory or management staff.

May exercise functional and technical supervision over part-time staff.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Screen calls, visitors, and mail; respond to sensitive requests for information and assistance; provide general information and assistance to contractors, City staff, and the public in researching information related to City regulations and department policies; assists the public and other City staff in interpreting and applying City policies, procedures, codes, and ordinances.
- Participate and assist in the administration of the office to which assigned; research, compile, analyze, and summarize data for special projects and various comprehensive reports; prepare or direct the preparation of annual, quarterly, or administrative reports; compile budget requests, recommend expenditure requests for designated accounts; monitor approved budget accounts.
- Prepare and revise various operating procedures, rules, and regulations upon request; develop and revise office forms and report format, as well as report preparation procedures.
- Assist in coordinating municipal activities among two or more City departments or offices; coordinate the flow of paperwork between department and divisional levels.
- Perform a wide variety of complex, responsible, and confidential duties for an administrator; independently respond to letters and general correspondence of a routine nature.
- Make travel arrangements, maintain appointment schedules and calendars, and arrange meetings, conference, and civic functions; maintain calendar for use of the public facilities; coordinate activities with other City departments, the public and outside agencies.
- Evaluate operations and activities of assigned responsibilities; recommend organizational or procedural improvements and modifications affecting support activities; prepare various reports on operations and activities.
- Order and maintain office supplies; order stationary, business cards, and supplies for administrative office staff as required.
- Initiate and maintain a variety of files and records for information such as payroll, attendance, budget, production, and costs records; maintain manuals and update resource materials.

- May serve as Secretary to a board or commission; prepare the agenda and assemble background materials; transcribe minutes of the meetings, and perform related support services.
- Type and proofread a wide variety of reports, letters, memos, and statistical charts; type from rough draft, verbal instruction, or transcribing machine recordings; independently compose correspondence related to responsibilities assigned.
- Organize and maintain complex technical filing systems.
- Operate a variety of office equipment including a computer; input and retrieve data and text; prioritize and coordinate work assignments; review work for accuracy.
- May maintain petty cash fund; prepare monthly vouchers.
- Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles and practices of fiscal, statistical, and administrative research and report preparation.
- Principles and procedures of recordkeeping and reporting.
- English usage, spelling, grammar, and punctuation.
- Modern office practices, procedures, equipment.
- The organization and operation of City governments and of outside agencies as necessary to assume assigned responsibilities.
- Principles of supervision and training.
- Basic procedures and techniques of budget preparation and accounting.
- Principles and techniques of business letter writing.

Ability to:

- Provide administrative support for a broad range of areas.
- Learn, interpret, and apply federal, state, local, and department policies, procedures, laws, and regulations.
- Perform responsible and complex secretarial work involving the use of independent judgement.
- Research, compile, analyze, interpret, and prepare a variety of fiscal, statistical, and administrative reports.
- Work cooperatively with other departments, City officials, and outside agencies.
- Supervise and train assigned staff.
- Analyze situations carefully and adopt effective courses of action.

- Maintain confidential data and information for executive staff.
- Independently prepare routine correspondence and memorandums.
- Operate a variety of modern office equipment including a computer.
- Type at a speed necessary for successful job performance.
- Take and transcribe dictation at a speed necessary for successful job performance.
- Implement and maintain standard filing and accounting systems.
- Assist in preparing and monitoring a budget.
- Communicate effectively, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible secretarial and clerical experience.

Training:

Equivalent to the completion of the twelfth grade supplemented by specialized clerical training.